

PARENT FACT SHEET

FREQUENTLY ASKED QUESTIONS

1) Can I request a particular coach or team?

Special requests are accepted, but **NOT GUARANTEED**. Our staff will make every effort to accommodate all requests; however, due to the popularity of the league not all requests can be honored. No request will be accepted for divisions that have a skills evaluation and draft.

2) Where do I go to register my child for a Youth Sport program?

Registrations are accepted at the Community and Recreation Services Administration offices located at 15960 N. Bullard Avenue, Monday through Thursday from 7am-6pm. Special Saturday registrations are held for each program on the final Saturday of the registration period. Cash, check and Visa/MasterCard are accepted at the Administration offices.

Registrations may also be mailed in to:

City of Surprise Community and Recreation Services
15960 N. Bullard Avenue
Surprise, AZ 85374

Please include a copy of the participant's birth certificate with mail-in registrations.

To register online, you will need your Client ID, Pin number, and valid VISA or Mastercard. If you are a new customer to the Community Services and Recreation Department, you will need to come in to the Recreation office to provide the following information:

- Birth certificate for any participant under the age of 17.
- Proof of Residency.
- Home phone number and email contact information.

3) Do you need volunteer coaches?

YES! We are constantly recruiting volunteer head coaches and assistant coaches. All coaches are required to be finger printed and complete a Volunteer Application. Please contact the youth sports division at the Community and Recreation Services office at 623.222.2000 for more information.

4) What do I do if I missed the registration deadline?

If you miss the deadline for registration, you may still register your child under the following conditions:

- A) Roster openings exist in the age division your child will play in.
- B) A \$20 Late Fee is charged to the registration fee.

5) Who will contact my child for practice?

The volunteer coach will contact the contact person listed on your families account after the coaches meeting. The head coach will decide practice times and locations and all efforts will be made to make it convenient for all involved.

7) What happens if I withdraw my child from the program?

The Community and Recreation Services Department will issue a credit in the event of a withdrawal from a program, if the withdrawal is done prior to the start of the season. Any withdrawals after the start of the season and any subsequent credits will be issued on a case by case basis and are subject to a withdrawal fee.

8) Can my child play in a division in which he/she does not meet the age requirements?

Consideration will be given for all requests for participants to play in a division that they do not meet the age requirements. All requests must first be approved by City of Surprise staff and will require the child's parent/guardian to sign a Waiver, which states that they understand that if for any reason their child is deemed to not meet program criteria due to issues relating to safety and/or program function, he/she may be removed from that division.